



Nicky <nicky.d33.101@gmail.com>

Fwd: Your recent chat transcript

1 message

Nicky <nicky.dee.mail@gmail.com>

Wed, Jun 12, 2024 at 11:30 AM

To: nicky.d33.101@gmail.com

----- Forwarded message -----

From: **Netflix** <info@account.netflix.com>

Date: Tue, 11 Jun 2024, 20:05

Subject: Your recent chat transcript

To: <nicky.dee.mail@gmail.com>

Hello,

Thank you for contacting Netflix customer support.

Here is the transcript from your recent chat.

You

support email address

Srihari Netflix

Thank you for contacting Netflix! For account recovery, please [Click Here](#) and follow the prompts. If you are billed through a company other than Netflix and can't sign in, please contact the partner's customer service.

You

Hi, Please could you give me an email address for Netflix customer support?

Srihari Netflix

0 801-000-723

Srihari Netflix

I am sorry there is no such email how ever I can help you here or you can contact on above mobile number for more support

You

An email address, please? I am in south africa and can not afford international calls

You

Okay. Are you able to help me regain access to my account, please?

Srihari **Netflix**

I apologize for the inconvenience. If there would be an email I would love to help you but unfortunately there is none

You

Okay. Thank you Are you able to help me regain access to my account, please?

Srihari **Netflix**

You are in good hands, I will be here to help you figure things out!

You

Hello? :)

Srihari **Netflix**

please help me with your email

You

Thank you!

You

my email: ***** But I have lost access to this email - been hacked and lost access to all of my stuff :(

You

Can you update to my other email if I give you details to verify my ID, please?

Srihari **Netflix**

Sure

Srihari **Netflix**

your full name ?

You

Nicole Dreyer

Srihari **Netflix**

Which card you are using? master, visa, amex, rupay or discover card?

Srihari **Netflix**

And last 4 digits of the card ?

You

And thank you - nobody else has been willing to help me anywhere Messaged twice as the other messages disappeared?

You

mastercard

You

I deleted that card because of the hack :|

Srihari **Netflix**

May I know the sign up date of your account /

You

hand on - I may have it saved still

Srihari **Netflix**

Alright, Take your time I'm here on the chat with you.
Make sure you reply within two minutes to avoid chat
disconnection :)

You
I think

You
9098

Srihari **Netflix**
Thank you for the details :)

Srihari **Netflix**
May I know the sign up date of your account

You
sign up of account... hmmm... Let me check Capitec
account, please

Srihari **Netflix**
Sure

You
internet really slow ghere for some reason

You
thank you for your patience :)

Srihari **Netflix**
I appreciate your cooperation.

You
Oh boy no - I appreciate YOUR help!

Srihari **Netflix**
Thank you

You

Sorry - bank account only shows back six months of payments

Srihari **Netflix**

"To keep the account secure, I am unable to make those changes currently. I apologize for the inconvenience." For self-help - [Click Here](#).

You

Furtherest back I can go is Jan 2024

You

Why, please?

You

That does not make sense?

You

Payment details are here.

Srihari **Netflix**

I understand your concern but again the reason I am decling here is the card details does not match with the account

You

oh

Srihari **Netflix**

Please do check and help me with the correct details so that I can go ahead and help you in recovery

You

Perhaps it is coming off my debit card

You

Let me check, please?

Srihari **Netflix**

Sure

You

0744

Srihari **Netflix**

"To keep the account secure, I am unable to make those changes currently. I apologize for the inconvenience." For self-help - [Click Here](#).

You

oh boy

Srihari **Netflix**

I am really sorry about it

Srihari **Netflix**

this is something related to account and if the details are not matching system will block the account for any changes

You

the only other one it could be is 7916

You

but then I don't know how you've been receiving payments?

Srihari **Netflix**

I understand the account is active and the payments are going through

Srihari **Netflix**

But again here the details are not matching

You

Not this month

You

Not for June

Srihari **Netflix**

For account recovery, please [Click Here](#) and follow the prompts. If you are billed through a company other than Netflix and can't sign in, please contact the partner's customer service.

You

Last payment was on 4 May 2024 from my account?

You

Transaction date 4th May Poating date 5th May

You

I can just ask bank to cancel the subscription and sign up again?

Srihari **Netflix**

To keep the account secure, I am unable to make those changes currently. I apologize for the inconvenience. I understand you want to cancel membership, you can visit [Click Here](#) to cancel your Netflix account.

Srihari **Netflix**

Or you can contact bank for more details or to dispute your payment details

You

Thank you. I will talk to the bank. Probably wise after the hack anyway.

You

Thanks for trying, Srihari

Srihari **Netflix**

You've been a great person ❤️ Thanks for understanding:)

Srihari **Netflix**

Thank you for contacting Netflix. It was a pleasure assisting you. For more information, you can also visit [Click Here](#). It's like our own version of Google, you just need to type in the keywords of your issues and we'll deliver the solution right away. You can find it by visiting [Click Here](#)



Questions? Call 1-844-505-2993
121 Albright Way, Los Gatos, CA 95032, U.S.A.

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